North Dakota Housing Stabilization Program

View Required Documents



ND Housing Stabilization Program

Applicant Front End User Guide

September 8, 2023



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SUBMIT A HOUSED APPLICATION





The following are Eligibility requirements to submit a Housed Application for the ND Housing Stabilization Program:

- 1. Homeless application is approved
- 2. The Applicant has met with the Housing Stability coach or has a Housing Facilitator and has completed Letter of Commitment (LOC) and Pre-lease trainings
- 3. The Housing Stability Coach acknowledges completion of appointment with the applicant
- 4. The Applicant acknowledges completion of appointment with the Housing Stability coach
- 5. A Letter of Commitment (LOC) has been issued by the STATE
- 6. The Applicant has found an apartment/home, and the lease agreement meets the requirements outlined in the LOC
- 7. The monthly rent amount falls within the limits of the approved LOC
- 8. The Applicant has the Housing Provider's Information



ENTER APPLICATION PORTAL

ND Housing Stabilization Program Portal URL:

https://ndhousingstability.servicenowservices.com/nd housing stability

Step 1: Enter the Application Portal.

- · After logging in, you will be redirected to the home page.
- Click the 'Submit an Application' button.







Click the **View Required Documents** button to view the documents to have when you apply for the ND Housing Stabilization Program.

Below are documents required for housed applications:

- 1. Government-issued photo ID
- 2. Signed Lease agreement
- 3. Documentation (Ledger) showing how much you owe your housing provider for rent, fees such as renter's insurance, garage, service fee, pet, fee, etc.

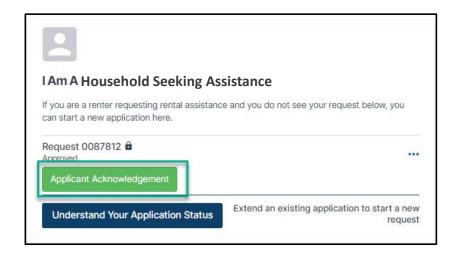


ACKNOWLEDGE LETTER OF COMMITMENT (LOC) AND PRE-LEASE TRAININGS



Step 2a: Acknowledge Letter of Commitment (LOC) and Pre-lease trainings

After the completion of the Letter of Commitment (LOC) and Pre-lease trainings, navigate to the Renter Dashboard, click the **Applicant Acknowledgement** button.



ACKNOWLEDGE LETTER OF COMMITMENT (LOC) AND PRE-LEASE TRAININGS



Step 2b: Acknowledge Letter of Commitment (LOC) and Pre-lease trainings

In the window that opens, click the **Agree** button in response to the question **I acknowledge** that I have met with my housing stability coach.



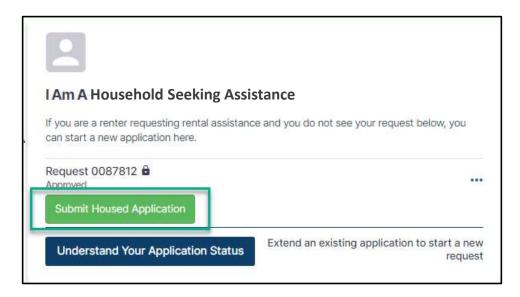
Upon the completion of the acknowledgement, the Housing Stability Coach will issue a LOC



SUBMIT A HOUSED APPLICATION

Step 1: Submit a Housed Application

After the LOC has been issued by the Housing Stability Coach and you have found housing with a signed lease agreement, navigate to the renter dashboard. Click the **Submit Housed** button to begin the application process.



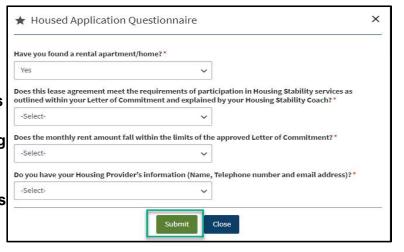


SUBMIT A HOUSED APPLICATION

Step 2: Submit a Housed Application

In the window that opens

- Select Yes in response to the question Have you found a rental apartment/home?
- Select Yes in response to the question Does this lease agreement meet the requirements of participation in Housing Stability services as outlined within your Letter of Commitment and explained by your Housing Stability Coach?
- Select Yes in response to the question Does the monthly rent amount fall within the limits of the approved Letter of Commitment?
- Select Yes in response to the question Do you have your Housing Provider's information (Name, Telephone number and email address)?
- Click the Submit button



NOTE: To complete the housed application, you must have a signed lease agreement and you Housing Provider's Information



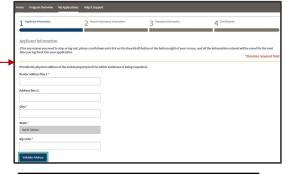
Step 3

Step 3: Provide the physical address of the rental property/unit for which assistance is being requested.

- a. Provide the **address** of the property.
- b. Provide the city the property is in.
- c. Provide the **state** the property is in.
- d. Provide the **zip code** of the property.
- e. Press Validate Address.

Step 4: Review address information in the Confirm Address pop-up and press **Accept Formatted Address**.

Note: The "County" field will auto-fill based on the zipcode identified by the validated address. Only property addresses within North Dakota will be considered as eligible for program assistance.

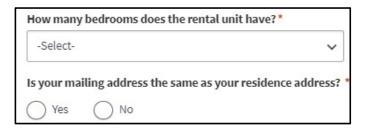






Step 5:

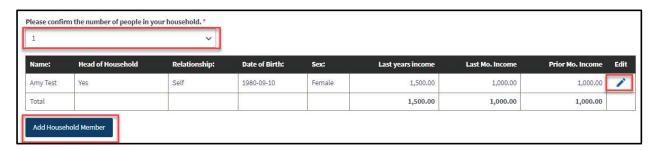
- Select the number of bedrooms from the drop-down list in response to the question How many bedrooms does the rental unit have?
- Select Yes or No in response to the question Is your mailing address the same as your residence address?
 - If **Yes** is selected, enter your mailing address information.
 - If No is selected, proceed to the next question





Step 6: Review and confirm if the total number of household members has increased, decreased or stayed the same since the last application.

- If there is a change in the total number of household members, select the updated number from the drop-down list in response Please confirm the number of people in your household.
 - If there is an increase, click the Add Household Member button to complete household member information for each additional individual living in your household.
 - If there is a decrease, click the Edit icon to delete the household member information
 - If there is no change, proceed to the next question

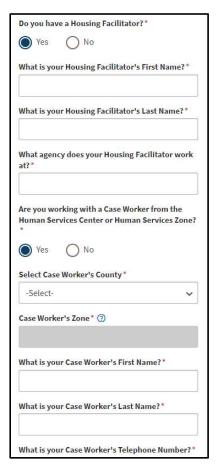




Step 7: Review and confirm the contact information provided in the previous application is still the same for your Housing Facilitator or Case Worker if applicable.

Make the necessary updates by performing the steps below:

- Select Yes or No in response to the question Do you have a Housing Facilitator?
 - If **Yes** is selected, enter the following information:
 - Housing Facilitator's First Name
 - Housing Facilitator's Last Name
 - Housing Facilitator's Agency
 - If **No** is selected, proceed to the next question
- Select Yes or No in response to the question Are you working with a Case Worker from the Human Services Center or Human Services Zone?
 - If Yes is selected, enter the following information:
 - Select the Case Worker's county from the drop-down list this will autofill the Case Worker's Zone
 - Case Worker's First Name
 - Case Worker's Last Name
 - Case Worker's Telephone Number
 - If No is selected, proceed to the next question





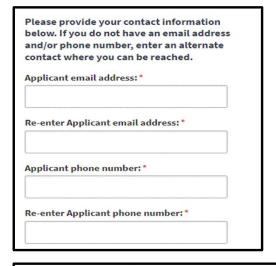
Step 8: Review and confirm the contact information provided for the primary applicant is still the same. This information is needed for NDHS Case Reviewers to communicate regarding the application and for notifications to be enabled.

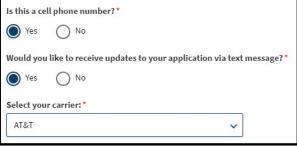
Make the necessary updates by performing the steps below:

- Applicant's email address
- Re-enter Applicant's email address
- Applicant's phone number
- · Re-enter Applicant's phone number
- Is this a cell phone number?

NOTE: If you selected **Yes** to is this a cell phone number, the following questions will be prompted:

- Would you like to receive updates to your application via text message?
- Select your carrier (Drop-down selection).







Dakota
Be Legendary.

Step 9: **Review and Confirm** details about Federal, State, or local government assistance programs that a household member is enrolled in.

Make the necessary updates by performing the steps below:

- In response to the question At any time since
 March 13, 2020, did you or a member of your
 household receive assistance from ANY of the
 following federal, state, or local government
 assistance programs? select the check box for any
 benefit program(s) a household member receives
 assistance from.
- If a program is selected, Select Yes or No in response to the question Can you provide documentation for your enrollment in any of the above assistance/benefits programs?
 - If Yes is selected, upload benefits documentation by clicking the Add Document button
 - If No is selected, provide an explanation in text box provided and click the check box next to I/we attest that the statement above is true.

ND Rent Help can utilize income information that has already been verified by other federal programs to eliminate the need for you to provide detailed information in this application.
A recently completed income certification and participation in certain programs can SPEED UP your qualification and application for this program.
Please note that your confirmation of participation in any of the federal, state or local government assistance programs below does NOT negatively affect your eligibility for participation in the State program.
At any time since March 13, 2020, did you or a member of your household receive assistance from ANY of the following federal, state, or local government assistance programs?
☐ LIHEAP ☐ SSI (not SSA retirement or disability income) ✓ WIC
Can you provide documentation for your enrollment in any of the above assistance/benefits programs? *
Yes No
Upload Benefits Documentation*



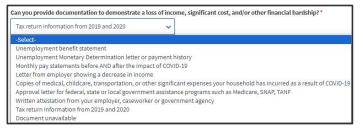
Step 10: Review and Confirm the following questions to provide documentation of loss of income, significant cost and/or financial hardship.

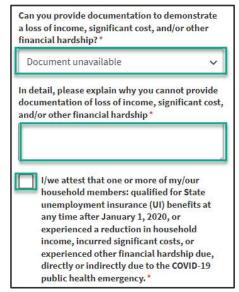
Make the necessary updates by performing the steps below:

Select from the drop-down list in response to the question Can you provide documentation to demonstrate a loss of income, significant cost, and/or other financial hardship?

NOTE: if you are unable to provide documentation:

- Document unavailable
- Provide an explanation in the text box provided
- Click the check box next to I/we attest that one or more of my/our household members: qualified for State unemployment insurance (UI) benefits at any time after January 1, 2020, or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly due to the COVID-19 public health emergency.





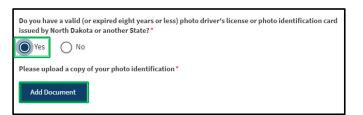


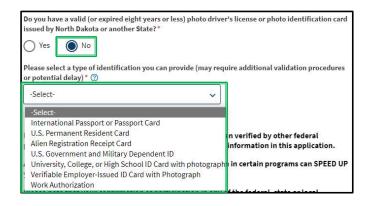
Step 11: Review and Confirm proof of identification.

Make the necessary updates by performing the steps below:

Select Yes or No to the question Do you have a valid (or expired eight years or less) photo driver's license or photo identification card issued by North Dakota or another State?

- If Yes, click Add Document to upload proof of identification
- If **No**, use the drop-down to select the type of identification that can be provided.
 - Click Add Document to upload a copy of your selected identification







Step 12: Review completed Applicant Information and move on to the Rental Assistance Information page.

- Once complete, click Next: Rental Assistance Information button to move on to the next page.
- Click Save Draft to save the application in its current state and complete later.

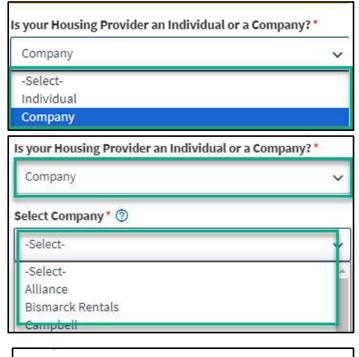






Step 13: On the Rental Assistance Information page, provide information related to your Housing Provider and rental information.

- Select from the drop-down list in response to the question Is your Housing Provider an Individual or a Company?
 - a) If **Individual** is selected, enter the Housing provider's Information
 - b) If Company is selected,
 - a) Select the Company from the drop-down list
 - a) If the Housing Provider is not on the list, select **Other** and enter the Housing Provider's information
- Select Yes or No in response to the question Is your Housing Provider an immediate family member?
- Click the Add Document button to upload the signed lease agreement



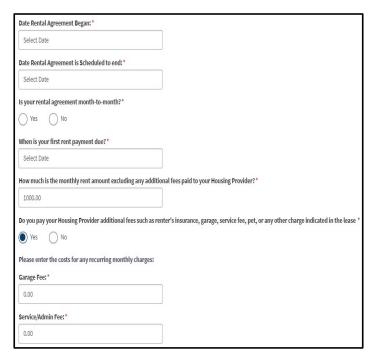






Step 14:

- Select the date in response to the question
 Date Rental Agreement Began
- Select the date in response to the question
 Date Rental Agreement is Scheduled to end
- Select Yes or No in response to the question Is your rental agreement month-to-month?
- Select the date in response to the question
 When is your first rent payment due?
- Enter the total monthly rent amount excluding any additional fees paid to your Housing Provider
- Select Yes or No in response to the question Do you pay your Housing Provider additional fees such as renter's insurance, garage, service fee, pet, or any other charge indicated in the lease
 - If Yes is selected, enter the monthly amount for each applicable fee
 - If No is selected, proceed to the next question



NOTE: The Total Monthly Rent Amount (including fees) should not exceed the approved LOC limit

COMPLETE RENTAL ASSISTANCE INFORMATION



Step 15:

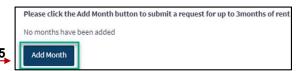
- Select Yes or No in response to the question Are utilities included in the monthly rent cost?
 - If Yes is selected, enter the monthly amount for each applicable fee
 - If No is selected, proceed to the next question

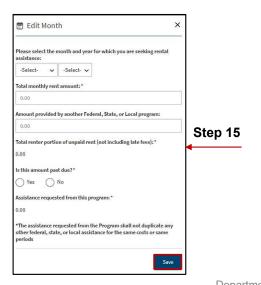
Step 16: Click the **Add Month** button to submit a request for up to 3months of rent. **Step 15**

In the new pop-up window that opens:.

- i. Please select the month and year for which you are seeking rental assistance
- ii. Total monthly rent amount
- iii. Amount provided by another Federal, State, or Local program: Indicate **amount of assistance received** that month from a benefits program.
- iv. Total renter portion of unpaid rent (not including late fees): This field auto-populates based on responses above.
- v. Is this amount past due?
- vi. Late fees (if applicable)
- vii. Assistance requested from this program: This field autopopulates based on **sum of Late Fees and Unpaid rent**.
- a. Press **Save** to be redirected to the previous page.
- b. Repeat for additional months by pressing Add Month.











Step 17:

Click the check boxes to submit additional expenses for:

- Unpaid Security Deposit
- Unpaid Rental Application or Screening Fees

NOTE: Approval is determined on a case-by-case basis. Please note that the State cannot reimburse for expenses paid out of pocket or not included on the ledger.

Are utilities included in the monthly rent cost?*
○ Yes ○ No
Applicants are eligible to submit a request for additional expenses related to housing other than rent that may be considered for payment. Approval is determined on a case-by-case basis. Please note that the State cannot reimburse for expenses paid out of pocket or not included on the ledger.
Unpaid Security Deposit
Unpaid Rental Application or Screening Fees





Step 18: Review completed Rental Assistance Information and move on to the **Payment Information** page.

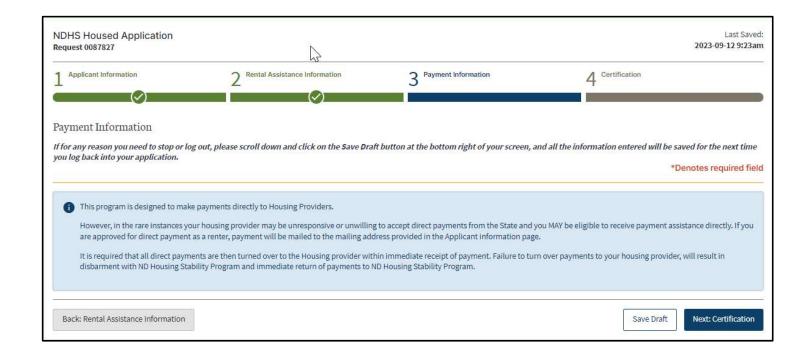
- Once complete, click **Next: Payment Information** button to move on to the next page.
- Click Save Draft to save the application in its current state and complete later.
- Click Back: Applicant Information to return to the previous page





COMPLETE PAYMENT INFORMATION

Step 19: Review the Payment Information statement and press Next: Certification





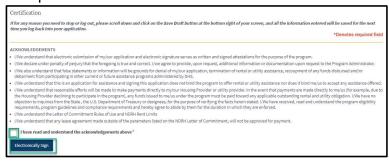
COMPLETE CERTIFICATION

Step 20: Review the Payment Information statement and press Next: Certification

- a. Read/Review
- b. Click the checkbox next to I have read and understand the acknowledgements
- c. Press Electronically Sign

Step 21: Review and accept Authorization to Release Information.

- a. Read/Review the **Authorization to Release Information** Statements
- b. Click the **Review Authorization Document** button
- In the window that opens, review and confirm the information populated is correct.
- d. Click the Accept Document button





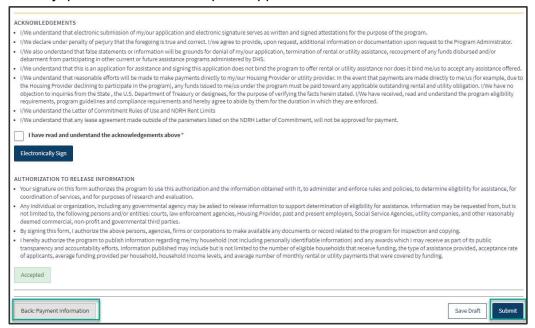




COMPLETE CERTIFICATION

Step 22: Submit application.

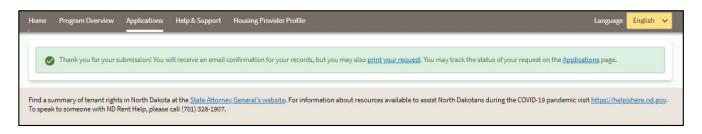
- a. Prior to submitting the application, you may review content of any previous page by selecting **Back: Payment Information.**
- b. Once ready, press Submit to complete application.





SUBMISSION VERIFICATION

Step 23: Review confirmation message that appears as a banner at the top of the screen.





ND HOUSING STABILITY SUPPORT INFORMATION



RESOURCES

ND Housing Stability Direct Support

For questions on system navigation or setting user preferences, contact the Supplier Registration Assistance Contact Center:

- 8:00am CT and 5:00 pm CT Monday through Friday at 701.328.1907
- Send an email to dhserb@nd.gov